

Administrative Assistant

Summary: Provides a high level of general and confidential administrative support services to the leadership of operations, HR and community programs. Assists and conducts special projects and responsibilities as assigned. Requires a thorough knowledge of Family Health Center's policies, procedures, protocols, and work practices. Maintains the highest level of confidentiality, diplomacy and tact. Strong communication skills are necessary to receive or greet any visitors or patients, for visitors and patients interactions, and for fielding phone calls.

Qualifications: Requires an Associate's Degree, or completion of a related vocational program from a technical school. An equivalent combination of education and experience will be considered. One to three years of experience in an administrative role is required, preferably in a healthcare setting.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Responsible for performing a wide variety of administrative support duties such as preparing correspondences, managing assigned administration staff calendars and meeting schedules, preparing for meetings, compiling and issuing accurate and detailed meeting minutes, filing and retrieving electronic and hard copy documents, and other administrative support as assigned.
- Requires a high level of confidentiality and collaboration with other team members. Must be able to adapt schedule on an as-needed basis to accommodate business needs.
- Supports various projects such as preparation of accreditation visits, gathering grant materials, special event planning, fundraising campaigns, internal/external reporting requirements and responding to information requests.
- Lead small scale projects as assigned.
- Receives or greets any visitors, answering inquiries about the organization, directing visitors to their destinations and answering calls on multi-line telephones.
- Reviews and screens telephone calls, ascertains visitors or callers' needs and refers to the appropriate party. Requires a high degree of tact and discretion to refer complex and/or sensitive issues or inquiries to the appropriate FHC personnel.
- Coordinates and maintains the Customer Complaint system and generates a monthly report.
- Tracks immunization data as needed throughout the year.

- Ensures the timely and accurate maintenance and retrieval of employee information as needed.
- Supports GEMBA, LEAN and Process Improvement activities.
- Sorts and prioritizes incoming mail on a daily basis.
- Participates in professional development activities to keep current with administrative trends, practices, and productivity tools.
- Participates and attends company-wide and departmental meetings as required.

How to Apply: Please apply on our [website](#)

Contact Information:

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